COMPUTER SPECIALIST GS-0334-09

INFORMATION SYSTEMS

COMPUTER SPECIALIST (Maintenance) GS-334-09

INTRODUCTION

This position is located in the Automated Information System (AIS) Department, Naval Air Station, Lemoore, California. The incumbent provides both hardware and software support services for small computers systems and users at the Naval Air station. This support includes, but is not exclusive to; hardware/software trouble call response, diagnostics, maintenance and repair, parts/inventory support, configuration changes, new system setup, and Local Area Network (LAN) installation/maintenance support.

MAJOR DUTIES AND RESPONSIBILITIES

A. Performs hardware diagnostics and maintenance on all Air Station small computer systems such as monitors, central processing units, dumb terminals, printers-keyboards, communications/LAN equipment, etc. Responds to hardware/software trouble calls, assisting station users in addressing problems with the equipment, fixing such problems whenever possible either by phone or in the work space of the user. Else, performs test bench evaluation of the problem, repairs or replaces components, circuit boards and/or sub-assemblies as required to fix the equipment. (30%)

B. Maintains an on line inventory of spare parts, replacement equipment, and equipment awaiting repair. Initiates requisition requirements to maintain (spare parts and replacement equipment (keyboards, monitors, mother boards, controller boards/cards, memory, printers, etc.) Accountable for maintenance and/or user equipment (hardware/software), test equipment, and general and special tools used to maintain station equipment. (10%)

C. Provides assistance to the user in resolution of minor software problems and/or the reloading of the software when required. Delivers/sets up new hardware/software in user spaces. Loads and/or integrates new hardware/software to new or existing systems. Tests systems to ensure compatibility with existing systems and ensures that systems/additions are totally operational. (30%)

D. Analyzes and devises solutions to specific local area network operating problems when equipment, operating situations and the problems are commonly occurring and covered by established principles, procedures and techniques. (10%)

E. Develops and/or modifies test plans and conducts test of new supplemental software and hardware for a local area network with a limited range of equipment. Analyzes test results to determine if the added/changed software or hardware meet requirements and is error-free. May assist a higher graded specialist in the installation/testing of major soft/hardware acquisitions. (5%)

F. Assign and review work daily, weekly or monthly; assure that production and accuracy requirements are met. Approve leave; recommend performance standards and ratings and/ or develop performance standards. Plan work to be accomplished by subordinates, set and adjust short-term priorities and prepare schedules for completion of work. Assign work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments and the capabilities of employees. Evaluate work performance of subordinates. Sign time cards. Give advice, counsel or instruction to employees on both work and administrative matters. Hear and resolve complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager. Effect minor disciplinary measures such as warnings and reprimands, recommending other action in more serious cases. Identify developmental and training needs of employees, providing OR arranging for needed development and training. Find ways to improve production or increase the quality of the work directed. (15%)

FACTOR 1. KNOWLEDGE REQUIRED

Working knowledge of operating systems (i.e. DOS, OS/2, UNIX, MS Windows) and the ability to work with and install various software applications.

Knowledge of state-of-the-art computer technology and its application and potential for use in the workplace.

Knowledge of computer hardware design, evaluation, testing, installation and maintenance.

Knowledge of micro computer capabilities, limitations, operations, design characteristics and functional use.

Knowledge of operations and use of electronics test equipment such as; oscilloscopes, spectrum analyzers, logic analyzers, protocol analyzers, time domain reflectometers and multi-meters.

Basic knowledge of Electronic Industry Association (EIA) standards as it applies to data communications aspects, RS-232 pin assignments and standards.

Knowledge and techniques required to read and interpret schematics, wiring and logic-diagrams, and charts necessary to troubleshoot malfunctioning equipment down to the component level.

Knowledge of the technical characteristics of the installation's communications equipment. Knowledge of new brands/models of replacement equipment becoming available. This knowledge is required to review requests for minor changes to an installation's existing services and/or equipment, or to perform maintenance and repair functions.

Knowledge of communications concepts, principles, practices, procedures and applicable to the assignment area. Knowledge of communication, system(s)/network policies, regulations, guides and precedents. Knowledge of the operating environment, e.g., equipment, transmission media, interrelationships of the various parts of the system/network.

Ability to plan and coordinate tasks.

Skill in written and oral communication.

Ability to meet and deal effectively with others in situations that call for tact and courtesy.

Job requires travel to perform job assignments.

Emergency callback and overtime are regular requirements of this position.

Ability to acquire a **Secret Security Clearance.**

Must drive a vehicle in course of work. A valid state driver's license is required.

FACTOR 2. SUPERVISORY CONTROLS

The supervisor established the employee's area of responsibility and sets priorities and deadlines.

Assignments are made in terms of objectives and general approaches, anticipated major problems and possible solutions are discussed with the employee.

The employee determines work steps required, selects specific methods to be used, and independently applies established policy, procedures, processes and techniques to produce a completed work "product".

Completed work is reviewed for successful completion of objectives, soundness of conclusions and technical accuracy, and conformance to project objectives.

FACTOR 3. GUIDELINES

Guidelines include technical manuals, operating guides, Navy instructions, regulations and general guidelines provided by the supervisor. Judgment is required in adapting precedents, analytical techniques, and standard practice, to specific situations.

FACTOR 4. COMPLEXITY

The assignments involve technical hardware and software problems, and a high level of AIS telecommunication expertise relative to sophisticated small computer systems.

Successful troubleshooting and checkout requires either general background-in the electronics or experience in operation and maintenance of the various systems. Decisions about methods to be used depend on the data involved, the employee must consider various factors such as cost, equipment compatibility, age of equipment, and customer requirements. When working with networks, traffic patterns and interrelationships of these factors must also be considered.

Individual equipment has problems/breakdowns that are only occasional in number and repetitive in type. However, most causes of the problems, and the accepted remedial actions, are provided in the basic descriptive documentation. The need for originality in resolving the problems is limited.

FACTOR 5. SCOPE AND EFFECT

The work involves resolving a variety of conventional problems, questions, or situations covered by established principles, methods, procedures and techniques. Software/hardware trouble calls are routine, with limited trouble shooting required, with largely modular replacement of parts. Network projects/studies normally result in modifications of existing facilities or specific phases of network operations.

FACTOR 6. PERSONAL CONTACTS

Personal contacts include end users, managers, supervisors and other working personnel at all levels aboard the station, tenant commands, the Wings and Squadrons. Contacts also include contractors and technical personnel in related areas.

FACTOR 7. PURPOSE OF CONTACTS

Contacts are for the purpose of planning and coordinating work efforts, resolving problems, and obtaining and providing technical information related to assignments.

FACTOR 8. PHYSICAL DEMANDS

The incumbent must be able to perform physically demanding duties, which include lifting, carrying and moving computer equipment, peripherals and components. He/she is required to lift up 60 lb. The incumbent will also climb ladders and stairs, crawling, walking, standing and bending to perform network installations and repair.

FACTOR 9. WORK ENVIRONMENT

The incumbent will work in a variety of environments while repairing computer equipment or working on networks. Field calls will involve working in typical office

environments, warehouses, hangers, indoors and outdoors, regardless of weather conditions.